

# **PLAN OF SERVICE**

**FY 05/06 – FY 07/08**

**Harbor Gateway – Harbor City  
Branch Library**

**of the  
Los Angeles Public Library**

**Los Angeles Public Library**

In Collaboration With

**Dubberly Garcia Associates, Inc.**  
ATLANTA & DENVER



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## I. Executive Summary

Residents of the Harbor Gateway and Harbor City communities in Los Angeles currently receive library service from a small branch located in leased space in a mini-mall. The Needs Assessment documented the need for a larger, permanent branch and identified five service responses that should be the focus of the new branch library. Those service responses, in alphabetical order, are:

**Cultural Awareness** - A library that offers Cultural Awareness service helps satisfy the desire of community residents to gain an understanding of their own cultural heritage and the cultural heritage of others.

**Current Topics and Titles** – A library that provides Current Topics and Titles helps fulfill community residents' appetite for information about popular culture and social trends and their desire for satisfying recreational experiences.

**Formal Learning Support** – A library that offers Formal Learning Support helps students who are enrolled in a formal program of education or who are pursuing their education through a program of home schooling to attain their educational goals.

**Information Literacy** – A library that provides Information Literacy service helps address the need for skills related to finding, evaluating, and using information effectively.

**Lifelong Learning** – A library that provides Lifelong Learning service helps address the desire for self-directed personal growth and development opportunities.

To respond to the service needs identified in the community needs assessment, the Los Angeles Public Library Commission has adopted eight goals for the Harbor Gateway – Harbor City Branch Library. Those eight goals are:

- All Harbor Gateway – Harbor City residents will understand, appreciate and support the cultural diversity of the City.
- Adults in Harbor Gateway – Harbor City will have the high-demand, high-interest materials they want in appropriate languages when and where they want them.
- Children in Harbor Gateway – Harbor City will have programs and services that stimulate their imaginations and provide a wide variety of leisure activities and experiences.

- Teens in Harbor Gateway – Harbor City will have a variety of programs, services, and materials that focus on their current interests and provide satisfying leisure activities and experiences.
- High school students in Harbor Gateway – Harbor City will have the information they need to support, supplement and enrich their formal education.
- Adults in Harbor Gateway – Harbor City will have easy access to services and programs that help them find, evaluate and use information effectively.
- Preschool children in Harbor Gateway – Harbor City will develop a lifelong love of books, reading, and learning.
- Adults and teens in Harbor Gateway – Harbor City will have a wide variety of culturally sensitive services, programs and materials that support lifelong learning and self-directed personal growth and development.

For each of these goals, a set of measurable objectives and activities has been developed. Library staff will monitor and report their progress on achieving these goals on a regularly scheduled basis.

LAPL and the Los Angeles Unified School District have entered into a joint use agreement to create and maintain a homework center that will concentrate on meeting the needs of the over 3,200 students at the Narbonne High School, located one block away from the Harbor Gateway – Harbor City Branch Library site.

A staffing plan, an implementation plan and a technology plan have also been developed. Staff at the temporary mini mall leased library facility will move to the new library. Staff size will increase when the new library opens. Once the additional branch staff have been hired, these plans will be reviewed with each of them and work assignments will be made. Staff will receive the training required to enable them to provide quality customer service, and they will also receive instruction on how to report their progress on their assigned projects.

The Harbor Gateway – Harbor City Branch Library staff can also draw on the full resources of the Los Angeles Public Library as they offer service to the residents of the branch service area. This includes, but is not limited to, access to the 6,000,000 million items in the library system's circulating collection, the reference resources and staff of the Central Library, the electronic resources collection of over 100 databases, and participation in city wide programs for children and adults.

This Plan of Service covers the three-year period FY05/06 – FY07/08. It assumes that the first full year of service in the branch will be FY06/07. Until then, the residents will continue to receive service at the small branch located in leased space.

## II. Mission Statement

*The Los Angeles Public Library strives to inform, enrich and empower every individual in the community by creating and promoting free and easy access to a vast array of ideas and information and by supporting lifelong learning in a welcoming environment.*

This mission statement guides all of the services provided by the Los Angeles Public Library. Each branch library is expected to develop services that reflect the spirit of this mission statement and are responsive to local community needs.

This Plan of Service for the Harbor Gateway – Harbor City Branch Library describes how the mission statement of the Los Angeles Public Library will come to life for these communities.

### III. Goals and Objectives

The Harbor Gateway – Harbor City Branch Library will respond to the needs identified in the Community Needs Assessment by concentrating on providing collections and services associated with five of the service responses selected from those described in *The Planning for Results: A Streamlined Approach* by Sandra Nelson (American Library Association, 2001). Those service responses, listed in alphabetical order, are:

**Cultural Awareness** - A library that offers Cultural Awareness service helps satisfy the desire of community residents to gain an understanding of their own cultural heritage and the cultural heritage of others.

**Current Topics and Titles** – A library that provides Current Topics and Titles helps fulfill community residents' appetite for information about popular culture and social trends and their desire for satisfying recreational experiences.

**Formal Learning Support** – A library that offers Formal Learning Support helps students who are enrolled in a formal program of education or who are pursuing their education through a program of home schooling to attain their educational goals.

**Information Literacy** – A library that provides Information Literacy service helps address the need for skills related to finding, evaluating, and using information effectively.

**Lifelong Learning** – A library that provides Lifelong Learning service helps address the desire for self-directed personal growth and development opportunities

For each of the selected service responses, the library has identified goals and measurable objectives for the period 2005–2008. The goals will be reviewed annually and modified, if necessary, to respond to community needs. Progress towards achieving the objectives will be reviewed on a quarterly basis, and either the objective itself or the activities that support it will be modified as necessary to respond to evolving community needs.

Listed below, arranged by service response, are the goals, objectives and examples of the activities that will be performed by staff.

***Service Response: Cultural Awareness***

The Harbor Gateway – Harbor City Branch Library will provide services that help satisfy the desire of community residents to gain an understanding of their own cultural heritage and the cultural heritage of others.

**Goal 1: All Harbor Gateway - Harbor City residents will understand, appreciate, and support the cultural diversity of the city.**

Objective 1.1: During 2006/07, at least 500 people will attend library-sponsored or co-sponsored programs or exhibits that support cultural diversity and help people to gain an understanding of their own heritage or the heritage of others and that number will increase by 10% each year.

Examples of activities:

- Offer programs for children, teens and adults that help community residents gain an understanding of their own heritage or the heritage of others.
- Develop and distribute publications that promote the programs that the library will sponsor or co-sponsor.
- Provide exhibits on various topics to broaden interests of community.

Objective 1.2: By 2007/08, the circulation of all print and media materials in languages other than English will have increased from 3,000 (FY01/02 level) to 3,500.

Examples of activities:

- Develop and maintain a collection of print materials in Spanish.
- Develop and maintain a collection of print materials in other languages of interest to community residents.
- Develop and maintain a media collection in Spanish
- Develop and maintain a media collection in other languages of interest to community residents.
- Create displays that highlight the collections.
- Provide access via the OPAC to the collections.
- Provide access to materials to assist community residents to learn to speak and read English.
- Provide access to materials to assist community residents to learn languages other than English.

*Service Response: Current Topics and Titles*

The Harbor Gateway – Harbor City Branch Library will provide materials and services that help fulfill the community residents' need for information about popular culture and social trends and their desire for satisfying recreational experiences.

**Goal 2: Adults in Harbor Gateway - Harbor City will have the high-demand, high-interest materials they want in appropriate languages when and where they want them.**

Objective 2.1: By 2007/08, the circulation of adult print fiction will increase from 25,000 (FY01/02 level) to 33,000.

Examples of activities:

- Develop a collection of high demand new fiction in sufficient quantity to respond to local interests.
- Maintain genre fiction collections that contain the most popular titles by a variety of authors.
- Maintain a fiction collection that contains the classics and older fiction titles of most interest to community residents.
- Create displays to highlight titles in the fiction collection.
- Reshelve all new fiction within 24 hours of being returned to the branch.
- Provide reader's advisory service to assist library users in identifying titles and authors they might enjoy.
- Distribute printed booklists that recommend fiction titles on various topics.
- Offer access to electronic reader's advisory tools.
- Encourage library users to reserve items by using the online catalog, including items that are on order, but not yet received.
- Encourage library users to request items from other LAPL branches or the Central Library, if the item they have requested is not owned by the Harbor Gateway – Harbor City Branch Library.

Objective 2.2: By 2007/08, the circulation of adult media will increase from 30,000 (FY01-02 level) to 39,000.

Examples of activities:

- Develop a collection of high demand new DVDs in sufficient quantity to respond to local interests.

- Develop a collection of high demand new CDs in sufficient quantity to respond to local interests.
- Develop a collection of high demand new Books on Tape and Books on CD in sufficient quantity to respond to local interests.
- Maintain a DVD collection that contains movie classics and other titles of most interest to community residents.
- Maintain a CD collection that contains a wide variety of titles of most interest to community residents.
- Maintain a Books on Tape and Books on CD collection that contains the titles of most interest to community residents.
- Reshelve all adult media within 24 hours of its return to the branch.
- Create displays to highlight titles in the audio-visual collection.
- Provide information service to assist library users in identifying movies, music, books on tape or other audio-visual materials they might enjoy.
- Offer access to electronic reader's advisory tools.
- Encourage library users to reserve audio books and documentary videos and DVDs by using the online catalog, including items that are on order, but not yet received.
- Encourage library users to request items from other LAPL branches or the Central Library, if the item they have requested is not owned by the Harbor Gateway – Harbor City Branch Library.

Objective 2.3: By 2007/08, at least 35% of the adults who place a hold (reserve) on an item will receive that item within 14 days.

Examples of activities:

- Monitor ratio of holds to copies owned and purchase additional copies whenever the ratio exceeds the LAPL established ratio.
- Process incoming delivery within 24 hours to facilitate the prompt filling of holds.

Objective 2.4: By 2007/08, at least seventy five (75) percent of the people who came to the library to “find something good to read, view, or listen to” will say they found something that met their needs during their visit.

Examples of activities:

- Encourage library users to make suggestions for items to be included in the collection.
- Develop action plans to revise collection priorities to reflect community interests.

**Goal 3: Children in Harbor Gateway - Harbor City will have programs and services that stimulate their imaginations and provide a wide variety of leisure activities and experiences.**

Objective 3.1: By 2007/08, the circulation of children's fiction will increase from 3,000 (FY01/02 level) to 4,000.

Examples of activities:

- Develop a collection of high demand new children's fiction in sufficient quantity to respond to local interests.
- Maintain a fiction collection that contains the classics and older fiction titles of most interest to children who live in the community.
- Create displays to highlight titles in the fiction collection.
- Provide reader's advisory service to assist children or their parents in identifying titles and authors they might enjoy.
- Promote children's fiction through book talks by Children's Librarians during class visits.
- Provide printed booklists provided by Children's Services that recommend fiction titles on various topics.
- Offer access to electronic reader's advisory tools.
- Encourage library users to reserve items by using the online catalog, including items that are on order, but not yet received.
- Encourage library users to request items from other LAPL branches or the Central Library, if the item they have requested is not owned by the Harbor Gateway – Harbor City Branch Library.

Objective 3.2: By 2007/08, the circulation of juvenile media will increase from 6,000 (FY01/02 level) to 9,000.

Examples of activities:

- Develop a collection of new DVDs for children in sufficient quantity to respond to demand.

- Develop a collection of high demand new Books on Tape and Books on CD for children in sufficient quantity to respond to local interests.
- Develop a collection of high demand new CDs for children.
- Maintain a DVD collection that contains a wide variety of titles of interest to children.
- Maintain a CD collection that contains a wide variety of titles of most interest to local children.
- Maintain a Books on Tape and Books on CD collection that contains the titles of most interest to local children.
- Reshelve all juvenile media within 24 hours of its return to the branch.
- Create displays to highlight titles in the audio-visual collection.
- Provide information service to assist children or their parents in identifying movies, music, books on tape or other audio-visual materials they might enjoy.
- Offer access to electronic reader's advisory tools.
- Encourage library users to request items from other LAPL branches or the Central Library, if the item they have requested is not owned by the Harbor Gateway – Harbor City Branch Library.

Objective 3.3: Each year, at least 1,200 children (ages 5-11) will receive a new library card or renew an existing library card.

Examples of activities:

- Participate in community fairs and other community outreach activities and promote library card registration.
- Conduct school visits to introduce children to services offered at the branch library and to encourage them to register for a library card.
- Distribute publications that encourage parents to obtain a library card for each of their children.

Objective 3.4: Each year, at least 1,400 children (ages 5-11) will attend programs sponsored or co-sponsored by the library.

Examples of activities:

- Offer regularly scheduled programs on a wide variety of topics.

- Distribute publications that alert parents and children to upcoming programs at the library.
- Promote programs through use of Kid's Path web site and LAPL Calendar of Events.

**Goal 4: Teens in Harbor Gateway - Harbor City will have a variety of programs, services, and materials that focus on their current interests and provide satisfying leisure activities and experiences.**

Objective 4.1: Each year, the circulation of print and non-print materials in the teen collection will increase by 15%.

Examples of activities:

- Develop and maintain a collection of print materials that appeal to local teens.
- Develop and maintain a collection of DVDs to respond to interests of local teens.
- Develop and maintain a collection of CDs to respond to interests of local teens.
- Develop and maintain a collection of Books on Tape and Books on CD to respond to interests of local teens.
- Reshelve all teen print and non print materials within 24 hours of its return to the branch.
- Create displays to highlight titles in the teen collection.
- Provide information service to assist teens in identifying books, movies, music, books on tape or other audio-visual materials they might enjoy.
- Encourage access to electronic reader's advisory tools.
- Encourage teens to reserve items by using the online catalog, including items that are on order, but not yet received.
- Develop and distribute suggestion forms that encourage teens to identify print and non-print materials they would like to see included in the collection.
- Expand Teen Council to advise library staff on programs and materials for teens.

Objective 4.2: Each year, at least 1,600 teens (ages 12-17) will receive a new library card or renew an existing library card.

Examples of activities:

- Promote library card registration during school visits and library sponsored programs.
- Participate in community fairs and other community outreach activities and promote library card registration.

Objective 4.3: By 2007/08, at least 90% of the teens (ages 12-17) who use the library to provide satisfying leisure activities and experiences will say that the library met their needs.

Examples of activities:

- Promote input from Teen Council to recommend programs and materials.
- Develop plans to revise collection priorities to reflect community interests.

Objective 4.4: During 2006/07, at least 1,000 teens (ages 12-17) will attend programs sponsored or co-sponsored by the library and that number will increase by 15% each year.

Examples of activities:

- Offer programs on a wide variety of topics of interest to local teens.
- Develop and distribute publications that alert teens to upcoming programs at the library.
- Promote programs for teens on the library's web page.
- Encourage teens to suggest topics for programs of interest.

### ***Service Response: Formal Learning Support***

The Harbor Gateway – Harbor City Branch Library will help students who are enrolled in a formal program of education or who are pursuing their education through a program of home schooling to attain their educational goals.

**Goal 5: High School students in Harbor Gateway - Harbor City will have the information they need to support, supplement and enrich their formal education.**

Objective 5.1: During 2006/07, at least 1,000 high school students will utilize the services of the homework center and that number will increase by 10% each year.

Examples of activities:

- Provide a computer lab with homework support software and electronic resources.
- Develop and implement, in cooperation with staff and students at Narbonne High School, homework support services to help high school students succeed in school.
- Provide small group study rooms for independent quiet study, tutoring or small group discussions.
- Offer, in cooperation with Narbonne High School staff and students, peer tutors for homework assistance.
- Provide access to the electronic resources licensed by LAPL.
- Provide access to the auxiliary reading lists required for classes at Narbonne High School.
- Strengthen the library collection to support the anticipated homework assignments that require extensive library resources.
- Offer classes for high school students on accessing and evaluating electronic information.
- Provide orientation for high school students on research techniques and preparing a research paper.

Objective 5.2: By 2007/08, at least 90% of the high school students who use the library to find the information they need to support, supplement and enrich their formal education will say that the library met their needs.

Examples of activities:

- Monitor, in cooperation with the Teen Council, the effectiveness of materials and services.
- Develop and implement modified or new services to respond to the needs identified by students participating in the survey.

***Service Response: Information Literacy***

The Harbor Gateway – Harbor City Branch Library will provide services that help address the need for skills related to finding, evaluating and using information effectively

**Goal 6: Adults in Harbor Gateway - Harbor City will have easy access to services and programs that help them find, evaluate, and use information effectively.**

Objective 6.1: During 2006/07 at least 620 people will access the library's literacy web site using a branch library computer and that number will increase by 10 % each year.

Examples of activities:

- Distribute publications that promote the use of the library's literacy web site.
- Introduce library users to literacy web site if they request information on any topic addressed by the library's literacy web site.

Objective 6.2: During 2006/07 at least 450 people will utilize library provided software to study a language at their own pace and that number will increase by 5 % each year.

Examples of activities:

- Distribute publications that promote use of the library provided software to study various languages.
- Introduce library users to library provided software to study languages if they request information on learning another language.

Objective 6.3: During 2006/07 at least 2,080 adults will attend computer classes sponsored or co-sponsored by the branch library and that number will increase by 50 % in 2007/08.

Examples of activities

- Promote library computer classes by distributing the Calendar of Events.

- Offer computer classes on topics of interest to adults who live in the community.
- Request community groups use their newsletters and membership meetings to publicize the availability of computer classes at the library.

***Service Response: Lifelong Learning***

The Harbor Gateway – Harbor City Branch library will provide services that help address the desire for self-directed growth and development opportunities.

**Goal 7: Preschool children in Harbor Gateway - Harbor City will develop a lifelong love of books, reading, and learning.**

Objective 7.1: During 2006/07, at least 700 preschool children will attend programs sponsored or co-sponsored by the library and that number will increase by 10% each year.

Examples of activities:

- Provide preschool story times on a regularly scheduled basis.
- Offer the Grandparents and Books program during which older adult volunteers of diverse cultures and languages read to children in the library.
- Develop and distribute publications that alert parents and caregivers of preschool children to the upcoming programs at the library.
- Encourage local day providers to bring the children to the library for a tour and story time.

Objective 7.2: By 2007/08, the circulation of materials for preschool children (picture books, board books, etc.) will increase from 13,000 (FY01/02 level) to 20,000.

Examples of activities:

- Develop and maintain a collection of attractive picture books and board books of interest to preschool children.
- Develop and maintain a collection of book / cassette kits and other media of interest to preschool children.
- Create displays that highlight picture books and other materials of interest to preschool children.

- Distribute booklists on themes that will help parents and care givers develop the language and concept skills of preschool children.

**Goal 8: Adults and teens in Harbor Gateway - Harbor City will have a wide variety of culturally sensitive services, programs, and materials that support lifelong learning and self-directed personal growth and development.**

Objective 8.1: By 2007/08, the circulation of adult nonfiction materials will increase from 7,500 (FY01-02 level) to 10,000.

Examples of activities:

- Develop a collection of high demand new nonfiction in sufficient quantity to respond to local interests.
- Maintain a nonfiction collection on topics of most interest to community residents.
- Create displays to highlight titles in the nonfiction collection.
- Reshelve all new nonfiction within 24 hours of being returned to the branch.
- Provide reader's advisory service to assist library users in identifying titles and authors they might enjoy.
- Distribute printed booklists that recommend nonfiction titles on various topics.
- Offer access to electronic reader's advisory tools.
- Encourage library users to reserve items by using the online catalog, including items that are on order, but not yet received.
- Encourage library users to request items from other LAPL branches or the Central Library, if the item they have requested is not owned by the Harbor Gateway – Harbor City Branch Library.

Objective 8.2: Each year, at least 500 adults will attend library-sponsored or co-sponsored programs that support lifelong learning or self-directed personal growth and development.

Examples of activities:

- Offer programs on a wide variety of topics that are of interest to local residents.

- Develop and distribute publications that promote the programs that will be offered at the library.
- Provide access, via the library's web page, to information about the programs that will occur at the branch library.
- Encourage adults to propose topics for future programs to be offered at the library.
- Expand the membership of the Friend of the Library and promote joint programs.

## **IV. Types of Services to be Offered**

Residents of the Harbor Gateway – Harbor City community currently have access to library service for 40 hours per week at a small branch library in a lease space in a mini mall. That service location is open the following hours:

Monday	12:30 PM – 8:00 PM
Tuesday	10:00 AM – 5:30 PM
Wednesday	12:30 PM – 8:00 PM
Thursday	12:30 PM – 5:30 PM
Friday	12:30 PM – 5:30 PM
Saturday	10:00 AM – 5:30 PM
Sunday	Closed

When the permanent Harbor Gateway – Harbor City Branch Library opens, it is anticipated that the service hours will be:

Monday	10:00 AM – 8:00 PM
Tuesday	12:00 PM – 8:00 PM
Wednesday	10:00 AM – 8:00 PM
Thursday	12:00 PM – 8:00 PM
Friday	10:00 AM – 6:00 PM
Saturday	10:00 AM – 6:00 PM
Sunday	Closed

During the hours that the branch is open, library users will have access to the branch collection and the technology that supports that collection. They will also have access to library staff who will provide assistance in locating the information or materials requested by library users.

During designated hours, library users will be able to participate in a wide variety of regularly scheduled and special programs. This will include, but not be limited to, story times for pre-school children, programs for children, computer orientation sessions, book discussions, lectures and other programs of interest. Information about the dates and times these programs will be offered will be available on the LAPL Website, the LAPL Calendar of Events and other promotional material that will be available in the Harbor Gateway – Harbor City Branch Library.

Each of the service responses that have been selected for the Harbor Gateway – Harbor City Branch Library has unique collections and services associated with them. Listed below for each of the service responses is a description of the type of services that will be offered. This information supplements that provided in Section III

where activities were identified that supported each of the objectives that have been identified to measure progress towards the goals, which have been approved for the branch.

### **Cultural Awareness**

The Harbor Gateway – Harbor City Branch Library will provide service to a diverse clientele. Community residents are African American, Anglo, Asian and Hispanic. Many were born in the United States and have lived in Los Angeles all of their lives while others are new to this country or Los Angeles.

Materials will be selected to meet the needs and interests of children, teens, adults and seniors. Most of this collection will be in English, but a portion of it will be in other languages. *The Harbor Gateway – Harbor City Branch Library Needs Assessment* identifies the languages spoken by community residents and this information will be used by the branch staff to develop and maintain the collections of print and media in other languages that reflect the cultural heritage of the community residents. Branch staff will also obtain deposit collections of materials in other languages from the Central Library to meet local needs.

Almost forty percent (38.9%) of community residents are foreign born. The majority of these residents were born in Mexico. The second largest group was born in the Philippines and the third largest group was born in Korea. The branch collection will include information about the history, literature, religions and cultural heritage of these countries. These materials will be available in various formats including books, magazines, newspapers, DVDs and electronic resources.

Community residents were born in more than seventy countries, so it is not possible for the branch to include in depth collections about all of those countries. Consequently, community residents will be encourage to request, via intralibrary loan, any of circulating items owned by the Central library or one of the other branches. Staff will, of course, assist library users in locating the information they need. Therefore, the extensive collections in twenty-eight (28) languages will be available to the residents of Harbor Gateway – Harbor City. Using the online catalog, the library user may select the items he or she wishes and arrange to have them sent to the branch for pick up, or he or she may request staff assistance in identifying appropriate titles and arranging to have them delivered to the branch.

Electronic resources that reflect the cultural diversity of Los Angeles residents and the languages they speak will also be available on the LAPL web page. Currently, the library offers a Spanish and a Japanese interface to the online catalog, and planning is underway to offer interfaces in Chinese and Korean.

Branch staff will create displays to highlight these collections and to acknowledge and celebrate the customs, holidays, history and heritage of local residents. Programs on similar subjects will also be offered for residents of all ages.

Library staff will receive cultural diversity training, and to the extent possible, efforts will be made to have at least one staff member who speaks Spanish on duty whenever the branch is open. If a customer is unable to receive service in his or her native language, then branch staff will follow system procedures for referring the patron's question to a staff member at another LAPL facility who can provide the information needed by the customer. Library publications and signage in the branch will also be responsive to the variety of languages spoken in the community.

LAPL staff will monitor its circulation policies to make certain that its policies support the library's intent to provide Cultural Awareness services. Particular attention will be paid to policies dealing with topics such as eligibility for a borrower's card, loan periods, borrowing limits, renewals and reserves.

Branch staff will collect and review data that will allow the evaluation of its collections and services to meet the local need for information about the cultural heritage of community residents. This data will include, but not be limited to, the number of items circulated from other community language collections, program attendance, use of electronic resources selected to support Cultural Awareness, and surveys of library users to determine their satisfaction with the library's collections and services associated with Cultural Awareness.

### **Current Topics and Titles**

To be successful in responding to this community need, the branch staff will strive to provide sufficient copies of materials to ensure that customer requests are met. Materials will be offered in a variety of formats, not just print. The collection will also contain audio-visual materials such as compact disks, videos and DVDs.

Branch staff realize that the Current Topics and Titles service response is broader than just titles on the best seller list in the newspaper. Local residents of all ages are interested in current topics and titles, so materials will be provided that meet the needs of children, teens, adults and seniors.

Materials will be provided in the languages that community residents speak and read. Specifically, collections will be developed and maintained in Spanish but also other languages that residents speak. The majority of these materials will be for adults, but a small collection of materials will also be provided for children.

Branch staff will make a conscientious effort to order materials pre-publication so that library users can find the items in the library quickly.

To respond to the community need for Current Topics and Titles, the library will host book discussion groups, author visits, performances, reading programs and other types of programs to encourage library customers to discuss the books, films and/or music that they enjoy. Programs will be developed to respond to the interests of children, teens, adults and seniors. When possible, programs will also be developed to appeal to families.

Branch staff will create displays in the library to highlight new materials. Since such promotional efforts will probably increase the popularity of these items, the library will attempt to make sure that adequate copies are available. It will also take steps to make certain that the reserve system can efficiently process customer requests.

LAPL staff will provide access to lists of recommended titles on topics of interest. Since readers who enjoyed the books by a particular author usually want to read other titles that are similar to the ones they've enjoyed, it is anticipated that this will be a popular service. The library will also offer access to a variety of electronic resources to assist library users of all ages to locate books, films, music and other items of interest to them.

LAPL staff will monitor its circulation policies to make certain that its policies support the library's intent to provide Current Topics and Titles services. Particular attention will be paid to policies dealing with topics such as eligibility for a borrower's card, loan periods, borrowing limits, renewals and reserves.

Branch staff will collect and review data that will allow the evaluation of its collections and services to meet the local need for information about popular culture, social trends and recreational materials. This data will include, but not be limited to, the number of items circulated, collection turnover, program attendance and the use of electronic resources.

### **Formal Learning Support**

The Harbor Gateway – Harbor City Branch Library will help students who are enrolled in local schools or who are pursuing their education through a program of home schooling. Although some services will be available to students in elementary and middle school, the branch will concentrate on services for high school students, specifically those attending Narbonne High School.

In response to the needs identified by faculty and students as described in the *Harbor Gateway – Harbor City Branch Library Needs Assessment*, the Los Angeles Public Library and the Los Angeles Unified School District have entered into a joint use agreement to provide a Homework Center in the branch that will help high school students succeed in school.

Branch staff, in cooperation with the faculty at Narbonne High School, will offer orientation on how to do research and how to write reports or term papers. Classes will also be offered on how to locate, evaluate and use information resources from a variety of sources, how to locate information on the Internet, and/or how to effectively search the licensed databases the library provides. These classes will be provided in the Computer Training Center at the branch.

Students from Narbonne High School will provide peer tutoring at designated hours in the branch. This will enable students to work one-on-one or in a small group with a tutor to obtain the additional assistance or instruction they need. Two conference rooms will be available for this purpose, as well as the tables in the teen and adult areas of the branch.

Additional information about the Homework Center and the respective responsibilities of the Los Angeles Public Library staff and the Los Angeles Unified School District can be found in the Joint Use Cooperative Agreement, which has been adopted by the Board of Library Commissioners and the Board of Education of the City of Los Angeles.

The branch collection will offer print, non-print and electronic reference resources on a wide variety of topics. These resources will be current as well as retrospective. Although some of the resources might only be available within the library, many of them will be available to students who wish to access them from their homes or school. Equally important, those electronic resources will be available to them 24/7, so the answer to their question or the information they need is only a click away. Additional information on how technology will be used to meet the needs of students can be found in Section VII (Technology Plan for the Los Angeles Public Library) and Section VIII (Harbor Gateway – Harbor City Branch Library Technology Plan).

The World Wide Web has a wealth of information of interest to high school students, and LAPL staff have provided easy access to an assortment of websites on numerous school related subjects. These sites have been selected based on their accuracy, currency, relevance and accessibility. The identification of some sites of potential interest to library users does not mean that access will be limited to only these sites. High school students will have access to all the resources that can legally be viewed via the Internet.

LAPL staff will monitor its reference policies to make certain that its policies support the library's Formal Learning Support services. Particular attention will be paid to policies on topics such as what types of questions staff will and will not answer, the amount of time that staff will spend on a question, and whether reference books can be borrowed overnight.

Branch staff will collect and review data that will allow the evaluation of its performance as a Formal Learning Support provider. This data should include, but not be limited to, the number of high school students who use the services of the Homework Center, the number of high school students who attend computer classes or other programs in support of their formal learning needs, program attendance, and surveys of high school students to determine their satisfaction with formal learning support services.

### **Information Literacy**

Branch library staff will offer a variety of computer classes for local adults. Classes will provide instruction on how to find, evaluate and use information effectively.

Some of the classes will focus on basic computer skills while others will concentrate on accessing information on the Internet or by using electronic resources provided by the library. The classes will be offered in the Computer Training Center at the branch library.

Branch staff will also select materials for the collection that support the classes, which are being offered. These books, and perhaps non-print materials, will be available for home use so adults who have attended the classes can reinforce what they learned or increase their understanding of the subject.

Participants will be asked to evaluate each class and to identify topics for other classes of interest to them. This information will be used to improve the instructional design and materials used in the classes.

### **Lifelong Learning**

In support of Lifelong learning, the branch staff will develop a collection of circulating materials on a wide variety of topics of interest to community residents. These materials will include circulating non-fiction materials for children, teens and adults. It will also include a large attractive collection of picture books to encourage a love of reading and learning in young children.

Materials will be provided in the languages that community residents speak and read. Specifically, collections will be developed and maintained in Spanish and also in other languages spoken by community residents. The majority of these materials will be for adults, but a small collection of materials will also be provided for children.

Branch staff will make a conscientious effort to order materials pre-publication so that library users can find the items in the library quickly. They will also purchase replacement copies of older titles that are lost, outdated or worn out if the topic continues to be of interest to community residents.

Programs on topics of interest to local residents will be offered. The programs will either be sponsored by the Library or cosponsored in cooperation with other organizations or individuals. These programs will be offered for children, teens, adults and seniors. Community residents will also be able to participate in special system wide programs that are offered city wide. Branch staff will encourage community residents to suggest topics for programs.

Branch staff will create displays in the library to highlight material on various subjects. Some of these displays will highlight new materials while others will reflect the depth of the library's collection on subjects of interest.

LAPL offers a wide variety of electronic resources to support lifelong learning for city residents of all ages. Web sites and licensed databases on almost any conceivable topic are available in the library or from work, home or school by using a computer with a connection to the Internet. Licensed databases and web sites that appeal to teens will be found on the library's Teen Web site. Teens that use the Harbor Gateway – Harbor City Branch Library will be encouraged to explore this rich site. Younger children will be encouraged to use the resources found on Kid's Path, LAPL's children's web site.

LAPL staff will monitor its circulation policies to make certain that its policies support the library's intent to provide Lifelong Learning services. Particular attention will be paid to policies dealing with topics such as eligibility for a borrower's card, loan periods, borrowing limits, renewals and reserves.

Branch staff will collect and review data that will allow the evaluation of its collections and services to meet the local need for information on a wide variety of subjects. This data will include, but not be limited to, the number of items circulated, collection turnover, program attendance, use of electronic resources selected to support Lifelong Learning, and surveys of library users to determine their satisfaction with the library's collections and services associated with Lifelong Learning.

## V. Branch Library Staffing

The Harbor Gateway – Harbor City Branch will have an authorized staff of 10.0 FTE staff. This includes 7 full time staff and 6 part time staff. The classification and distribution of those positions is as follows:

Classification	FTE	# of Staff
Senior Librarian	1.0	1
Children's Librarian II	1.0	1
Young Adult Librarian II	1.5	2
Adult Librarian II	1.0	1
Clerk Typist	3.5	4
Messenger Clerk	<u>2.0</u>	<u>4</u>
<b>Totals</b>	<b>10.0</b>	<b>13</b>

Each of these positions has important and unique responsibilities, which must be completed in an effective and efficient manner if the goals and objectives in this Plan of Service are to be accomplished in a timely manner. The primary responsibilities for each of the classification are as follows:

### Senior Librarian

A Senior Librarian assigns, reviews and evaluates the work of a group of employees engaged in providing a variety of professional library services to adults, young adults, and children; works and represents the Department with volunteers and community support groups; applies sound supervisory principles and techniques in building and maintaining an effective work force; and fulfills equal employment opportunity responsibilities.

The senior librarian serves as the branch library manager. He or she is responsible for the day to day operations of the library and supervises the staff and the facility. The senior librarian participates in the selection of the staff and is responsible for training and evaluating staff. The senior librarian provides reference and reader guidance to the public. The senior librarian is responsible for the development and maintenance of the adult materials collection and the adult materials collection budget. He or she is responsible

for interpreting library policy and operations to the public and for resolving or referring complaints.

### **Children's Librarian II**

A Librarian provides a variety of professional library services to patrons of all age groups, including reader guidance, reference, book reviews, and the implementation of library systems, automated or manual, used to acquire and catalog books and other library materials.

The children's librarian focuses on providing reference and reader guidance to children. He or she arranges for and/or conducts programs and activities for children. The children's librarian conducts school and class visits for local preschools and elementary schools. He or she is responsible for the development and maintenance of the juvenile materials collection and the juvenile materials collection budget. He or she interprets library policy and operations to the public and resolves or refers complaints.

### **Young Adult Librarian II**

A Librarian provides a variety of professional library services to patrons of all age groups, including reader guidance, reference, book reviews, and the implementation of library systems, automated or manual, used to acquire and catalog books and other library materials.

The young adult librarian focuses on providing reference and reader guidance to young adults. He or she arranges for and/or conducts programs and activities for teens. The young adult librarian conducts school and class visits for local middle and high schools. He or she is responsible for the development and maintenance of the young adult materials collection and the young adult materials collection budget. He or she interprets library policy and operations to the public and resolves or refers complaints.

### **Adult Librarian II**

A Librarian provides a variety of professional library services to patrons of all age groups, including reader guidance, reference, book reviews, and the implementation of library systems, automated or manual, used to acquire and catalog books and other library materials.

The adult librarian focuses on providing reference and reader guidance to adults. He or she arranges for and/or conducts programs for adults. The adult librarian conducts school and class visits for local adult school classes and groups. He or she assists with the development and maintenance of the adult materials collection. He or she interprets library policy and operations to the public and resolves or refers complaints.

### **Clerk Typist**

A clerk typist assists the public by checking in and checking out library materials and processing library card applications, explains library policies and procedures for circulation of library materials, overdue fines, lost material charges, computer usage, etc. The clerk typist assists in the search of library shelves for items reserved by the public, processes these materials for shipment to other library agencies, performs data entry and uses various office applications such as Word, WordPerfect, Excel to process department relevant reports, correspondence, etc., and processes various library materials and prepares them for circulation. He or she computes and collects payment for overdue and lost library materials, and gathers statistical information on flow of patrons into the library, materials circulation, etc.

### **Messenger Clerk**

A messenger clerk sorts and shelves library materials, retrieves books, magazines, and microforms for the public, maintains the arrangement of library materials on library shelves, and shifts items as necessary to make space for new items. He or she sorts and delivers mail, office supplies, library materials within the branch library, and prepares materials for shipment to other agencies.

## VI. Jurisdiction-wide Service

The Los Angeles Public Library operates The Central Library, 67 branch libraries, and 4 bookmobiles throughout the City of Los Angeles. The Harbor Gateway – Harbor City Branch is one of the 67 branch libraries. It is part of a large, vibrant library system with extensive collections and staff expertise. These resources are available to residents of the Harbor Gateway and Harbor City communities; and the library service they receive is enriched by being part of such a dynamic urban library.

The most notable of those benefits are the following:

- Access to the extensive circulating collections of LAPL  
The Los Angeles Public Library has a circulating collection of approximately 6,000,000 titles. These are listed in the online catalog and may be borrowed by any Los Angeles city resident who has a library card in good standing. If the item a library customer wishes to borrow is not owned by, or not available at his or her local branch, all he or she needs to do is place a reserve on the item and it will be delivered to the branch library he or she has designated. There is no charge for this service.
- Access to the reference resources and services of the Central Library  
The Central Library is the third largest central library in the nation. Its subject departments contain more than 2.1 million books, 10,000 magazine subscriptions, over 2 million historic photographs, 5 million U.S. patents, plus language learning and multi-media materials. The subject departments provide a variety of information services directly to the public either over-the-counter, by telephone, mail, e-mail or fax.

The Central Library subject departments are the lead agency in evaluating and recommending materials to be added to the system-wide collection. Each department operates a public reference and information desk staffed by librarians with specialized areas of expertise.

Many of the subject departments house unique collections as described below that are not available at the Harbor Gateway – Harbor City Branch Library or the other branches in the library system. Included in these unique collections are depository items from a variety of government agencies. Some of those departments and their unique collections and services are:

- Art, Music, Recreation & Rare Books
  - Develops the material collection for items relative to the fields of art history, architecture, gardening, decorative

arts, crafts, fashion, photography, music history, sheet music and scores, film, dance, and sports.

- Provides Orchestrations service to major and minor performing groups in the greater Los Angeles area.

▪ **Business & Economics**

- Develops the material collection for items relative to the fields of business and economics including the annual reports and 10-K statements for every U.S. public company, annual reports for over 9,000 international businesses, over 100,000 company reports by financial analysts, statistical reports covering industrial production and consumer expenditures. Emphasis is on materials for small business owners/operators, entrepreneurs, importers/exporters, investors, analysts, industry researchers, job hunters, and marketing personnel.
- Provides a HUD kiosk in the department for accessing information relative to housing needs, housing assistance, HUD approved lenders, and temporary shelters.

▪ **History & Genealogy**

- Develops the material collection for items relative to the fields of history and genealogy including biographies, travel, war, the West, Native Americans, and Los Angeles area history materials.
- Maintains a historic collection of over 350,000 photographs of Los Angeles beginning in the 1880s and the 2,500,000-image photo morgue of the Los Angeles Herald newspaper.
- Provides detailed indexing via the California File to assist patrons in finding information on local people, events, buildings, issues and neighborhoods.
- Houses a genealogy collection numbering more than 40,000 volumes including more than 10,000 genealogies. Staff maintains an electronic family name index to the genealogies.
- Houses one of the largest map collections in the United States with over 80,000 maps, 2,000 atlases, and 1000 gazetteers. The collection features U.S. Geological Survey topographic maps for the entire U.S., nautical

charts, historic street maps of Los Angeles back to 1849, historic street guides back to 1929.

- International Languages
  - Develops the collection for 28 major languages in the subject fields of literature, poetry, drama, history, biography, and fiction.
  - Operates the Library's Language Learning Center providing audio and videotapes, and interactive software packages that assist in improving linguistic skills.
- Literature & Fiction
  - Develops the material collection for items relative to the fields of literature and fiction. This included items on drama, poetry, humor, literary criticism and theory, journalism, printing and publishing, theater, actors and acting, radio and television programs, creative and report writing, speech. The collection includes most plays published in the United States, all fiction set in California, and novels with tie-ins to motion picture.
- Social Sciences, Philosophy & Religion
  - Develops the material collection for items in the fields of social science, philosophy, and religion. Many topics are found in this department including general psychology, all periods of philosophy, world religions, crime, substance abuse, politics and government, immigration, international relations, education, law, etc.
  - Serves as a depository site for materials from the United Nations, U.S. Government Printing Office, and the California State Printing Office.
- Science, Technology & Patents
  - Develops the material collection for items relative to the fields of science, technology, and patents. Included in this collection are materials on computers, cooking, automobile repair, UFOs, restaurant management, health, construction, engineering, building construction codes, consumer information.
  - Operates a public Patents Desk to assist the public in accessing information relative to intellectual property and patents. The department has a complete collection

of U.S. patents dating from 1790 and is a depository for U.S. trademark and copyright information.

- Access to infoNow service.

infoNow is a ready reference service staffed by 10 librarians at the LAPL Central Library who provide quick answers to commonly asked questions about the library and many other topics. The service is available to everyone in the city. They answer telephone questions in three to five minutes from patrons all across the city of Los Angeles. They answer fax questions by the end of the business day. They respond to e-mail questions within 36-48 hours. They provide a link to 24/7 Reference services of the Metropolitan Cooperative Library System Reference Center, which is also housed at the Central Library.

- Access to the electronic resources of LAPL

The Los Angeles Public Library currently licenses access to over one hundred (100) databases, many of which can be accessed in any library facility or from a remote computer if the library user has a valid LAPL library card.

The LAPL website (<http://www.lapl.org>) also contains a wealth of information selected by library staff on a wide variety of subjects. These electronic resources are available to anyone who can access the Internet, and no library card is required.

LAPL staff are developing and maintaining a number of unique electronic resources such as the *California Index*, which points to information about people, places and events impacting Southern California; the *Genealogy Index* of family names and *Native American Index*.

Additional information about how technology is used to support the LAPL system and how it used to provide resources for staff and customers can be found in Section VII. (Technology Plan for LAPL) of this report.

- Participation in City wide programs for children and young adults

The Los Angeles Public Library provides programs for children and young adults through out the City. It also provides programs for parents and other adults who work with children. These include programs such as:

- Grandparents and Books – A nationally recognized program where older adult volunteers of diverse cultures and languages are trained to read aloud to children in the library.

- Dinosaur Days or other special programs – Held each year at the Central Library.
- L.A. Kids Read – Kick off event for the year round children's reading club. More than 50,000 children participated in the year round program.
- Special Programs – Events such as Harry Potter month and programs tied to appropriate exhibits in the Getty Gallery.

Other activities include participation in community fairs and other special events to promote library card registration and library services.

- Enriched collections and services due to the efforts of the Library Foundation and the Friends of the Library

The Library Foundation of Los Angeles and The Friends of the Library provide support for the library by raising funds to enrich the collections and expand services. These funds complement, but do not supplant, the City's responsibility for continued operation of the Library.

- Access to information about the library system

The Public Information Office creates promotional materials, press releases, flyers, web site information, brochures and displays.

- Access to knowledgeable and well trained staff

The Los Angeles Public Library offers training opportunities for staff to learn new skills and expand the skills they currently have. Staff are also encouraged to belong to and participate in the professional organizations related to their areas of expertise. These activities resulted in quality customer service for library users.

- Enriched collections and services due to the efforts of the Office of Children's Services

The office of Children's Services coordinates services in LAPL involving work with children from birth to 12 years old. The office is responsible for training and professional development of children's librarians in 67 branches and the Children's Literature Department. It is the center for the collection development of children's books and produces system-wide children's programming. It is a clearinghouse for information and the librarians are advocates and spokespeople for children's literacy. New librarians are trained in ordering books, weeding the collection, learning to budget their funds, reader's advisory, school visits and booktalks, programming, storytelling, making fliers, publicizing events, learning to use

Kid's Path, working with the community, and promoting and monitoring the Grandparents and Books program and Read to Me LA project.

Approximately 10,000 new children's books come into the system annually and this Department evaluates them, places source orders for books that are not sent by publishers. Staff supervises the production of the monthly order sheets, writes bookmarks and booklists, works on Opening Day Collections, and monitors and evaluates the websites for inclusion in Kid's Path. Each month this Department plans and executes a Juvenile Order Meeting that incorporates staff development training by inviting authors, specialists in children's issues and librarians to share their expertise.

This office plans systemwide programs such as Grandparents and Books (older people reading to children in the library); Read to Me LA (teaches parents the importance of reading to their children and encourages lifetime library usage); Summer Reading Club (hands-on program to get children to come to the library and read); LA Kids Read Festival (draws 10,000 people a year to Central Library for a day of storytelling, music and crafts); READcess (promotes exercise by having teachers walk their classes to the branch for a library storytime about nutrition); Performer and Author Showcases (librarians sample the talents of performers and authors who they can hire throughout the year); and promote FOCAL (Friends of Children and Literature) with their author and award programs. The Department developed and runs CAMP LAPL by bringing homeless children to Central Library for a week of literary and art activities

Children's Services is the voice of children's literacy for LAPL and the staff participates in programs with the LA Unified School District in coordinating class visits and classroom presentations by children's librarians; Society of Children's Book Writers and Illustrators; Commission for Children, Youth and Families; Children's Literature Council; ALA; CLA; School Library Journal.

- Enriched collections and services due to the Young Adult Services Coordinating Staff and the Young Adult Librarians of LAPL

The Young Adult Services Coordinating Staff and the Young Adult Librarians throughout the Los Angeles Public Library System are committed to providing quality service to a diverse teen population ages 12-18. Young Adult Services is responsible for ongoing training of new and veteran YA Librarians through library orientations, workshops and one to one mentoring. Young Adult Services spearheads the implementation of innovative programs

designed to make the Los Angeles Public Library a destination of choice for teenagers.

YA Services guides YA Librarians in collection development, emphasizing materials that address the needs of the young adult for personal, educational and social development, promotes a broad range of materials in a variety of formats to better serve the informational, academic and recreational needs of young adults.

Programming is an important component in providing quality service for teenagers. YA Services develops innovative programs to make the Los Angeles Public Library a destination of choice for teenagers. Young Adult programs provide ways to introduce library services and materials to teens. The goal of programming for teens in the library is to offer fun, enjoyable and enriching experiences that increase the visibility of the library in the community. Programming is a way to attract new library users, encourages them to borrow library materials and supports the general service goals of the library.

Young Adult Services works with the Los Angeles Unified School District to coordinate classroom visits by YA Librarians and classes visiting the branches.

## **VII. Technology Plan for LAPL**

The Los Angeles Public Library serves the largest population, more than 3.8 million people, of any public library in the United States. It includes the major resources of the Central Library, the 67 community branch libraries and four bookmobiles located in a geographic area that covers more than 470 square miles. LAPL has been providing the residents of Los Angeles with free access to print and non-print materials for over 130 years. However the world's ability to access information is undergoing a profound change with the ever expanding distribution of information in electronic format accessible over data networks, especially the World Wide Web.

One of the goals of the Los Angeles Public Library is to provide the people of Los Angeles with free and equal access to vital and extensive electronic information resources.

During the past eight years, LAPL has made tremendous strides in meeting this goal. Today, Los Angeles Public Library is one of the most technologically advanced public libraries in the United States, providing the public with a menu of extensive electronic resources not found in most public libraries.

### **THE DIGITAL DIVIDE**

One of the most important impetuses behind the Los Angeles Public Library's all out effort to provide the latest in new technologies, together with content-rich databases, is its goal to ensure equity in access to information for all residents of the City. The Library has been and continues to be aware of the disparities in access to technology among the various communities that make up Los Angeles. The issue of the "Digital Divide" has driven many of the initiatives undertaken by the Library in its efforts to make public access technology available in each of its facilities. In fact, the Library's Virtual Library initiative, which is detailed later in this report, was put together in an effort to bridge the digital divide in Los Angeles. The networking of the Library's computer system, the increase in the number of public access computer workstations, the addition of many electronic databases to the system, and the growing number of computer training centers and classes offered to the public are among the solutions to the digital divide.

Funding has been actively sought from private sources through the Library Foundation of Los Angeles. Funding has also been pursued from public sources though grants at the Federal and State levels. The City budget for the Library now

includes upgrades and additional computers. By 2000, the original goal for Virtual Libraries for all branches and Central Library was achieved. Central Library had 170 public access computer stations and every branch had a minimum of 12 public access workstations. Current funding goals will increase the Central Library public access computers to 225 and branches to a minimum of 32 public access computers. Thirty-five percent of that goal has been achieved in the 2002-2003 fiscal year. Completion of the new Virtual Library Standard will be phased over the next fiscal years 2003-04, 2004-05, and 2005-06.

### **ONLINE CATALOG (CARL)**

In 1993, with the opening of the renovated and expanded Central Library, the Library launched its online automated catalog and circulation system (CARL). The CARL system began at Central Library and over the next two years was phased-in at all 67 branch libraries. It is a huge, complex, dynamic public access database that includes the total Los Angeles Public Library systemwide holdings of over 6 million items and patron records for approximately 1.4 million cardholders. The system automates the basic library functions of circulation, catalog maintenance and the public access catalog. Additionally the Library has implemented a number of new features including automated telephone renewals, patron placed holds and self check-out.

In 1998, the Library made available a Web version of the catalog (CARL Web) which offers to the public access to the catalog and a number of information databases over the Internet. The Library also added a Photo Imaging module making it possible for the Library to catalog and digitize its extensive photo collection and offer access over the Web. The LAPL Web catalog enables the public to:

- Access the catalog from anywhere over the Internet.
- Locate materials, including books, videos, CDS and photographs anywhere in the LAPL system.
- Reserve materials and have them sent to a local branch for pick up.
- Cancel reserves that are no longer needed.
- View the individual's personal library record to see what items have been checked out or when they are due.
- Renew items that have been checked out.
- Apply for a library card.

The system operates on a large multi-cabinet Tandem computer main frame located in the Computer Room of the Central Library. Over 2000 computers access the CARL system at all library agencies. During the year 2000, the Library replaced all of its approximately 250 existing "dumb" character-based terminals with computer

workstations. The catalog is completely Web-based and the circulation system now operates on a client-server, Windows platform.

## **NETWORK**

The Central Library includes a cabling system consisting of a vertical backbone of optic fibers and a vertical and horizontal complement of copper cable that form the artery over which data and voice communications are transported throughout the building. There are approximately 1500 data jack outlets in Central Library that allow computer access to the Library's extensive local area network (LAN). The Central Library's LAN utilizes switched Ethernet and Fast Ethernet technologies.

In April, 1999, Los Angeles Public Library completed its wide-area network connecting all the LAPL branches and Central Library. The LAPL infrastructure is patterned after the classical star network configuration. At the core of the star is a Cisco 7513 router with 16 Serial ports, 10 Fast Ethernet ports and 8 standard Ethernet ports.

In November 2000 the Library installed a T-3 data line at Central Library. This allowed the library to upgrade each of the 67 branch 384K Frame Relay circuits to full T-1. Each branch has a CSU/DSU and a Cisco 2511 router that can handle circuits from 56K to a full T1 bandwidth size. Connected to each Cisco 2511 router are from 30 to 50 computer workstations. Also attached is a 16 or 24 port Ethernet hub or multiple hubs based on the number of devices connected to the network. Each branch has one or two networked HP LASERJET printers and a Novell 4.11 server with 18 Gigs of hard drive space that provides access to multimedia CD-ROM software.

LAPL has a partial T-3 (currently 30 Mbps) access to the Internet (AT&T). The T-3 is connected to a Cisco 4700 router. The 4700 router is connected to a firewall. The firewall is connected to a Server Farm Switch via a 100Base T connection as well as another Cisco 2916 switch, which handles all of the Library's public access Web servers.

## **VIRTUAL LIBRARY**

In November, 1995, the Library launched its "Virtual Library" Project with the opening of the Porter Ranch Branch Library. The vision of the "Virtual Library" Project was to create a Wide Area Network connecting public access computer workstations in branches to the electronic resources of the Central Library. Prior to the "Virtual Library", branch libraries had access to the character-based Library catalog system using Wyse "dumb terminals". Most branches had one computer

workstation for CD-ROM indexes, or in some branches, four or five stand-alone computers or Homework Center computers running multi-media software appropriate for young adults.

In April, 1999, with the reopening of the West Los Angeles Branch, the “Virtual Library” project was completed. This project, in large part, was made possible by private donations raised through the Library Foundation of Los Angeles, which funded 58 Virtual Library branches. The remaining 10 were funded through the City budget.

All 67 branches are connected to the WAN providing the public throughout Los Angeles with an incredible array of resources never before available. Each branch has a minimum of 12 public access computer workstations that are connected to the Library’s Information Wide-Area-Network. Some larger regional branches have over 30 public access workstations. These “Virtual Library” workstations integrate all the electronic resources available from LAPL including the online catalog, over 100 subscription databases (see appendix for listing) providing full text magazine and newspaper articles, health and business information, etc., and access to the Internet.

In addition to the Web-based resources mentioned above, the Library provides access to multi-media CD-ROM databases from virtual workstations for children, young adults and special application software used for literacy and language learning. Informational, CD-ROM text- based databases are also available. They are loaded on servers in the Central Library and pushed over the network to “virtual” workstations throughout the Library system. Initially the Library relied heavily on these informational CD-ROMs. Today, the Library has converted most of its CD-ROM databases to Web access. Most of the CD-ROMs currently provided are multimedia educational software, popular with children and young adults, or provide for specialized needs in the areas of literacy and language learning.

## **LAPL ON THE WEB**

During the period of the Virtual Library expansion, the Library was also developing its Web- based technologies. In 1994, LAPL realized its tremendous potential to deliver information and became one of the first libraries to develop and make its own Web site: <http://www.lapl.org>

Today LAPL has a very content rich Web site that attracts visitors from all over the world. It provides general information about the Library, including Central Library collections, branch locations and hours, current exhibits, special events and much more. Special Web pages were developed for Kids and Teens, to provide access to

the Library's Regional History resources, as well as a Web page to assist the public in searching the vast resources of the Web.

The LAPL Web site is the gateway to the Library's electronic resources. In 1997, the Library added the Web version of its catalog to the Web site. This enabled the public with an Internet connection to access the over six million items available throughout the LAPL system. In addition to the online catalog, the Web site provides access to over 100 subscription databases that include full text periodicals and newspapers; business resources, health databases, general information and much more. Most of these subscription databases can only be accessed from within the LAPL system. But in 1999, the Library was able to make many of these resources available to the general public, remotely, with an LAPL library card.

In July 1999, LAPL added another Web-based patron service. It is now possible for the public to submit e-mail reference questions and receive a response to their questions within 24 to 48 hours. The Library is also engaged in a pilot project, using call center technologies, which enables the public to have access to a "live" person either via an online chat session when they need assistance using the Library's Web resources.

## LAPL E-RESOURCES

LAPL has several in-house electronic databases that index many of its unique collections. These indexes are available over the Internet via LAPL's Web site. Such indexes include the *California Index*, which points to information about people, places and events impacting Southern California; *Genealogy Index* of family names; *Native American Index*, a database of books, periodicals and other information in LAPL's collection, to name a few.

The LAPL Web page [http://www.lapl.org/databases/db\\_home.html#indexes](http://www.lapl.org/databases/db_home.html#indexes) contains more information about these unique LAPL indexes.

The software used for the creation of these indexes is InMagic, a database management program that was developed primarily to be used for Library applications. A unique feature of the InMagic software is the ability to have unlimited variable length fields in a record. The InMagic server software requires a Microsoft NT server.

Over the past three years, the Library has been in the forefront of digitizing resources from its collection and making these resources available to the public over its Web site. These resources currently include a growing database of over 35,000 items of historic photographs from LAPL's 3 million photograph archive. These

images can be searched and viewed using the Library's Web catalog. The Library has also digitized, and made available over its Web site, materials from its special collections such as historic restaurant menus and recently the addition of memorabilia from its Turnabout Theater archives.

Currently, the Library has an exciting new digitization project called the "Electronic Neighborhood". The core element of this project is a database, available over the Web, which provides a comprehensive index and access to information sources available on Southern California and many Los Angeles neighborhoods. This database identifies and indexes such information resources as books, photographs, newspaper and magazine articles, pamphlets and brochures. Many of the items identified are electronically scanned for full and immediate access over the Internet. Digitization of databases has been made possible by grants through the Library Foundation and the California State Library.

Currently, the Library has purchased and makes available to the public from its Web site, approximately 7000 e-books. An e-book is an electronic version of the entire printed book that can be viewed online from any computer connected to the Internet. Because they are available online, they are available to the public anywhere, anytime.

In 2000, the Library made available to the public another new e-resource service. Available through the Library's Web site, the public can sign-up to belong to the "Online Book Club". This is a free service that e-mails the first two or three chapters of a selected book to the public over a five-day period. The concept is that, if you like or become interested in the book, you can go to your local library and check it out.

## **TRAINING CENTERS**

In 1997 and 1998 with funds provided by private donors including Microsoft, the Library established its first computer training centers, two at the Central Library and a third center at the MidValley Regional Branch. Since that time, training centers have been established at several more branches throughout the city. Dedicated training centers are equipped with 10 to 12 networked computer workstations for hands-on access and a large screen presentation monitor or an LCD projector and screen. The Library has also developed a prototype portable training lab that can be moved from branch to branch and/or also be used in branches that do not have the space for a dedicated training area.

These centers are used to train both the public and staff in basic computer literacy as well as how to effectively use new and powerful electronic resources such as online catalogs, electronic databases and the Internet. For the past three years, Central

Library has offered such classes to the public every Tuesday and Thursday. Branches also provide basic computer literacy and Internet classes to children and adults on a regular basis. Because there is a growing need to train both staff and public in basic computer and electronic resource competencies, LAPL plans, over the next two to three years, to substantially increase the number of dedicated computer training centers and classes it makes available throughout the Library system.

### **TECHNOLOGY RELATED STATISTICS FOR THE LAPL** (SEPTEMBER 2002)

#### **TECHNOLOGY INFRASTRUCTURE:**

Number of personal computers: 2172

Public: 1147

Staff: 1025

With Internet access: 2000

Number of servers: 100

Size of Internet Connection: 30 Mbps fractional T-3

#### **WEB AND E-RESOURCES:**

Number of Hits on LAPL Web pages during 2001-2002: Over 55 million

Number of Web pages on LAPL's web site: 3723 pages

Number of electronic subscription databases: 177

Number of LAPL developed electronic indexes: 29

E-book collection:

Size: 7000

Number of items digitized: 38,000 photographs; 11,984 documents

#### **WEB BASED LIBRARY AUTOMATION SERVICES**

Number of items circulated during 2001-2002: 13,090,726

Number of Library cardholders: 1,418,519

Number of Library Materials Renewed for 2001-2002

Phone: 915,002

Web: 942,677

Number of Holds Placed on Library Materials for 2001-2002: 946,268

### **FUTURE PLANS AND NEEDS**

#### **New Library Facilities**

As a result of the \$178.3 million voter approved bond measure in 1998, the Library, over the next few years will be building new or rebuilding existing branch libraries

throughout the City. Each of these branches will have a minimum of 32 to 36 public access computers depending on the size. This will substantially improve the availability of computers for the public. Even though each branch currently has a minimum of 12 public computers, this is often not enough to meet the public demand. At each branch, the public must sign up for using the computers in 30 or 60-minute intervals. Often all available computer times have been taken only a few hours after the branch opens. Those patrons who come later in the day, such as children arriving after school, may not have any computers available or they may have to wait.

Anticipating future growth, each new library will also be cabled so that they can accommodate more computer workstations if necessary. Each branch will also have a community room that can be converted into a computer training lab that can be used for teaching the public to use various information technologies. The Library has also started to implement wireless LAN technology to provide much greater flexibility for network access.

### **Training Centers**

The Library will continue to seek funds to expand the number of training centers and portable training centers in its branches. If there is adequate space in a branch, a dedicated training center may be installed. A portable training center concept, however, will be used for those branches that do not have adequate dedicated space. In this concept, the training equipment consisting of lap-top computers, small hub and an LCD projector will be stored in a specially designed portable cart that can be easily moved and stored when not in use. In addition to the equipment and space requirements, the other major component for a training center is the personnel to do the training. Library staff conduct many public technology training classes, but others are needed to expand the number of classes to meet the growing demand. This could include hiring dedicated training staff, contracting with professional training companies to give classes, and expanding the use of volunteers.

### **Bandwidth Requirements**

The ever increasing number of computers on the Library's WAN and the new types of information now available on the Internet such as streaming audio and video are constantly pushing the need for more bandwidth. Even with the library's T-1 connections to the branches, this will not be adequate to cope with the increased network traffic over the next few years. At this time, the most viable solution to this growing problem is to replace the T-1 connections with fiber optics. The City of Los Angeles needs to develop the means to connect not only the libraries, but many other city facilities, along a fiber backbone.

## **Funding**

Potential funds to continue to expand and support the Library's technology program are possible from the following sources:

- **City budget allocation:** The Library relies on this resource to maintain and replace equipment and hardware necessary to support its technology infrastructure. The budget allocation for the Library Technology has increased every year for the past eight years.
- **Library Foundation of Los Angeles:** The monies raised through the Foundation enable the Library to develop and provide for new technology services and programs. The Foundation provided the funds for Virtual Libraries at 58 branches. They are currently seeking funds to expand portable training labs in branches.
- **Federal and State Grants:** The Library has applied for and received funding from Library Services and Technology Act (LSTA) grants available through the State Library. These grants are made available to support technology innovation and resource sharing among all types of libraries throughout California.
- **Others:** There are other organizations that provide technology grants that may be available to libraries. The Institute of Museums and Library Services, a Federal Agency, is one such example. Often such grants are targeted to a specific type of program.

## **Staffing Requirements**

Almost all of the Library's technology has been developed and maintained using regular Library employees and outside contract staff and vendors. As the Library's technologies grow, however, so does the need for additional qualified employees to fill positions. The current civil service classification system, for technology related positions, has not kept abreast with the changing job descriptions required for today's fast paced technology. The Library has been waiting for the new IT classification system that was developed by consultants over three years ago to meet some of the problems that the Library and other City departments have with hiring staff with the appropriate experience and skills.

## VIII. Harbor Gateway – Harbor City Branch Library

### Specific Technology Plan

The technology design and distribution concepts for the Harbor Gateway Library are built upon the foundation of the Los Angeles Public Library's technology plan (Section VII of this Plan of Service) around the library's mission statement, which is:

"The Los Angeles Public Library strives to inform, enrich, and empower every individual in its community by creating and promoting free and easy access to a vast array of ideas and information and by supporting lifelong learning in a welcoming environment."

One of the driving forces behind Los Angeles Public Library's effort to provide the latest in new technologies is the goal to ensure equity of access to information for all residents of the City. The library has been and continues to be aware of the disparities in access to technology among the various communities that make up Los Angeles and strives to provide appropriate technologies and training in those technologies, together with content-rich databases, as a means to bridge the digital divide.

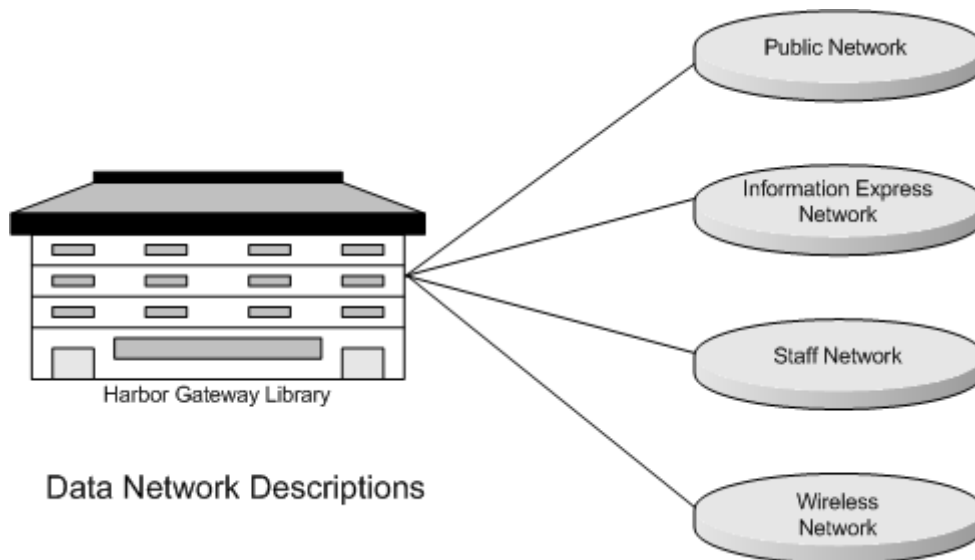
The issue of the "digital divide" has driven many of the initiatives undertaken by the library in its efforts to make public access technology available in each of its facilities. The networking of the Library's computer system, the increase in the number of public access computer workstations, the addition of many electronic databases to the system, and the growing number of training centers and classes offered to the public are among the solutions.

As the mission statement indicates, LAPL uses its technology to address three principal goals. These goals address free and easy access to information, assist lifelong learning, and help students to succeed in school. Here's how the LAPL technology design supports these goals.

#### **Goal 1. Strive to inform, enrich, and empower individuals by creating and promoting free and easy access to information.**

The distribution of information within the building is not limited to materials located within the library facility itself. Patrons also must have access to resources beyond the confines of the library's walls. The data network supports this distribution of data through several completely separate networks. Over 60 public computers will be

installed in the Harbor Gateway-Harbor City Branch, some of which will be specifically designated for training use.



### Public Network

These PC's will allow the public free and easy access to the Internet, many electronic databases, including a collection of electronic books, Library-owned and maintained indexes, and the Library's database of photographs. These PC's will be clustered in key service areas of the building. Some of these PC's will be located in a specifically designated training and classroom area.

### Information Express Network

These PC's give the public access to the same resources as the public access PC's, with the exception of Internet access. Due to the significant demand for Internet access, some members of the public have difficulty in accessing the Library's catalog, subscription databases, and important research resources. These PC's ensure that everyone has access to the information that they require. The Express Stations will be situated near the library's entrance for easy access.

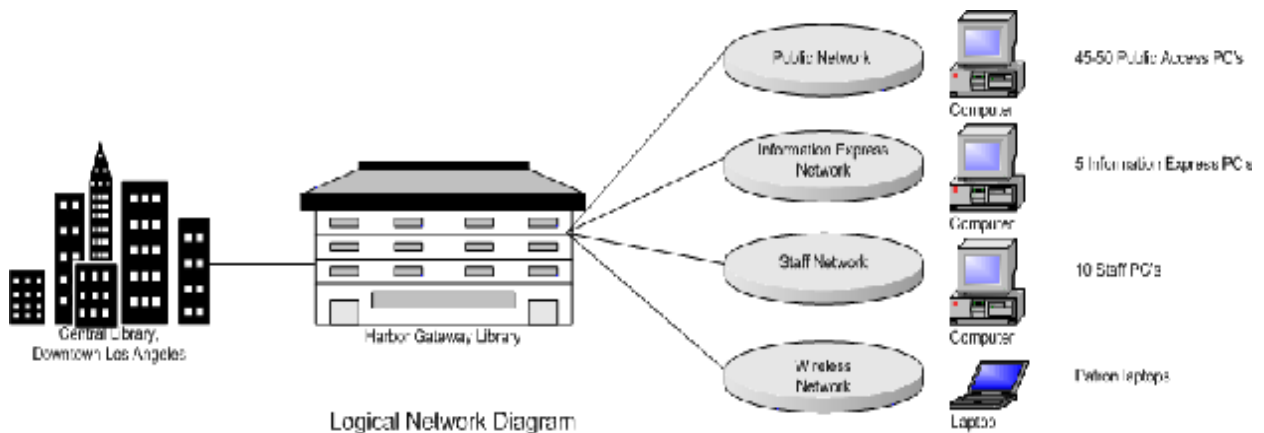
### Staff Network

If the public cannot find what they are looking for, they can speak with a librarian who can assist them. This network will be restricted for staff use only. Staff PC's

have access to the library's catalog and circulation system (CARL), email, file and print services.

### Wireless Network

This branch will have wireless hubs installed throughout the building that will permit library users to use their own laptops to access the library's network of electronic resources. Ample electrical and data ports throughout the building will permit non-wireless laptop users the same convenience.



## Goal 2 - Support Lifelong Learning in a Welcoming Environment

The library will include a Computer Training Center equipped with an LCD projector, interactive Panaboard, color printer, and instructor's laptop computer. This technology will enable LAPL staff and outside instructors to teach a full array of computer-based courses, including introductory computer comfort classes, literacy, and higher-level research courses. Each computer workstation will provide access to the full array of library software, including electronic magazines and newspapers, encyclopedias, word processing, online homework assistance, and reference services.

A new literacy Web site has been developed to assist community members in learning a variety of basic life skills. The site, <http://www.lapl.org/literacy/resources.html>, is a treasure trove of interactive learning aids covering test taking, grammar, math,

typing and reading. Users may also study over 20 languages at their own pace. In addition, through the library's literacy program, tutors may be available to assist individual students with limited English proficiency.

### **Goal 3 – Support the efforts of students to succeed in school.**

The Harbor Gateway – Harbor City Branch Library will provide the technological infrastructure, hardware, software and staff assistance to help students succeed in school. A diverse array of electronic homework resources in both English and Spanish will be available to students through the library's Web site, including word processing software, print shop, full-text magazine and newspaper articles, encyclopedias, and numerous interdisciplinary electronic books. Live online homework assistance is offered in select subject areas and interactive online reference service is offered 24 hours a day.

Community residents will have access to extensive electronic resources. The needs of students, especially high school students, were carefully considered when the following databases were selected. Library staff will review these databases on an annual basis and continue to select resources designed to meet the needs of students as well as other community residents.

The databases listed below are currently available at the temporary branch:

ABI/Inform Global (ProQuest Info & Learning)  
Access:Supplementary Index to Reader's Guide (J.G. Burke Publisher)  
AccessScience (McGraw-Hill)  
African American Biographical Database (ProQuest Info & Learning)  
Alt-Health Watch (EBSCO)  
America: History and Life (ABC-CLIO)  
American Business Disc (Info USA)  
AncestryPlus (Gale Group)  
Applied Science & Technology FT (H.W. Wilson)  
Art Full Text (H.W. Wilson)  
ATLAS [American Theological Library Assn Serials] (OCLC)  
Autograph Collection Index (LAPL)

Behymer Collection Index (LAPL)  
Biography and Genealogy Master Index (Gale Group)  
Biography Resource Center w/Marquis Who's Who (Gale Group)  
Book Review Digest (H.W. Wilson)  
Bookplate Index (LAPL)

Business & Company Resource Center/General Businessfile w/ASAP (Gale Group)  
Business Magazines Index (LAPL)  
Business Reference Sources (LAPL)  
Butler's Lives of the Saints (Harmony Media)  
California Documents Index (LAPL)  
California Fiction Index (LAPL)  
California Index (LAPL)  
California Manufacturers Register (Harris InfoSource)  
California Prints Index (LAPL)  
Careers-internet.org (Institute for Career Research)  
Casey Fashion Plate Collection Index (LAPL)  
Census 2000 Data Book for Los Angeles County Only & Los Angeles Five-County Area (L.A. County Economic Dev. Corp.)  
CensusCd + Maps (GeoLytics)  
City Directories Index (LAPL)  
CollegeSource Online (Career Guidance Foundation)  
Columbia Gazetteer of World Online (Columbia University Press)  
Consulta (Gale Group)  
Cookery Ephemera Collection Index (LAPL)  
CultureGrams (Axiom Press)  
Current Biography (H.W. Wilson)

Design and Applied Arts Index (Design & Applied Arts Index Co.)  
Discovering Collection (Gale Group)

Encyclopedia of Associations (Gale Group)  
Environmental Impact Reports (LAPL)  
Ethnic NewsWatch (ProQuest Info & Learning)

Famous First Facts (H.W. Wilson)  
Freedman's Bank Records (Family History Center)

Genealogy & Local History Index (LAPL)  
General Reference Center Magazine (Gale Group)  
Global Access (Primark)  
Government Documents – Business (LAPL)  
Granger's World of Poetry (Columbia University Press)  
Grove Dictionary of Art (Grove's Dictionaries, Inc.)  
Grove Dictionary of Music & Musicians that includes Opera & Jazz (Grove's Dictionaries, Inc.)

Health & Wellness Resource Center (Gale Group)  
Historical Abstracts (ABC-CLIO)

History Resource Center (Gale Group)  
Humanities Abstracts FT (H.W. Wilson)

¡Informel! (Gale Group)

Japanese Prints Index (LAPL)

LearnATest (Learning Express)  
Library Images Index (LAPL)  
Literary Market Place (Information Today)  
Literature Resource Center (Gale Group) (includes Scribners Writers Series &  
Twayne's Author Series–English, U.S. and World & MLA)  
Los Angeles Daily News (ProQuest Info & Learning)  
Los Angeles Times (NewsBank)

Menu Collection w/images (LAPL)  
Mergent Online (Mergent)  
Million Dollar Directory (Dun & Bradstreet)  
Million Dollar Directory, International (Dun & Bradstreet)  
Music Index (Harmonie Park Press)  
Music Periodicals, International Index (ProQuest Info & Learning)

Native American Index (LAPL)  
New York Times (ProQuest Info & Learning)  
Newspapers, National 8 (ProQuest Info & Learning)  
Noticias en Español (NewsBank)  
Nursing Home Inspector (Absher Associates)

Obituary Index (LAPL)  
Orange County Register (ProQuest Info & Learning)  
Orchestration Catalog (LAPL)  
Oxford English Dictionary (Oxford University Press)

Periodical Abstracts Research II (ProQuest Info & Learning)  
Physicians' Desk Reference (Micromedex)  
PLATO Web Learning Network (PLATO Learning)  
Play File Index (LAPL)  
Poem Finder (Roth Publishing)  
PowerFinder [PhoneDisc] (InfoUSA)  
Primary Search (EBSCO)  
PROMT (Gale Group)  
Prospect Research Online (Wave.com)  
Public Art Index (LAPL)

Rosetta Stone Online (Learning Express)

SIRS Researcher (SIRS Mandarin)

Sanborn Maps, 1867-1970, California (ProQuest Info & Learning)

School Information Database (School Wise Press)

Science, Technology & Patents Directory Index (LAPL)

Series and Sequels (LAPL)

Short Story File Index (LAPL)

Short Story Index (H.W. Wilson)

Song Index (LAPL)

Standard & Poor's NetAdvantage (Standard & Poor's)

STAT-USA (U.S. Dept. of Commerce)

Statistical Abstract (U.S. Dept. of Commerce)

Story Finder (Roth Publishing)

SYBWorld (Grove's Dictionaries)

Toy Moveable Database (LAPL)

Turnabout Theatre Archive (LAPL)

USA Trade (U.S. Dept. of Commerce)

U.S. Exporters, Directory (Journal of Commerce)

U.S. Exporters, Directory (Journal of Commerce)

World Book Encyclopedia (World Book)

## **IX. Implementation Plan**

The Implementation Plan for the Plan of Service for the Harbor Gateway – Harbor City Branch Library is provided on pages 51 through 57.